

Appln. No. 09/991,096
Amendment dated August 13, 2008
Reply to Office Action mailed May 13, 2008

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims (deleted text being struck through and added text being underlined):

1. (Currently Amended) A system for remotely determining a user's out-of-box experience with a personal computer, comprising:

a user personal computer requiring an initial setup interaction with the user to reach an operating state for the user personal computer, the user personal computer being configured to detect and upload data characterizing the interaction by the user with the user personal computer during the initial setup interaction with the user of the user personal computer;

a network suitable for communicating uploaded data, wherein the network is connected to the user personal computer; and

a remote information handling system connected to the network, wherein the remote information handling system is suitable for receiving uploaded data from the user personal computer;

wherein the initial setup interaction between the user and the user personal computer occurs on the user personal computer being setup and occurs during the setup of the user personal computer.

2. (Previously Presented) The system of claim 1, wherein the user personal computer is capable of automatically uploading user interaction data.

3. (Previously Presented) The system of claim 1, wherein the user personal computer is capable of offering an opportunity to upload user interaction data.

4. (Previously Presented) The system of claim 1, wherein the remote information handling system is capable of correlating the uploaded data with the user personal computer's pre-loaded configuration.

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5. (Previously Presented) The system of claim 10, wherein user interaction data is at least one of an occurrence of an event, a time interval between events, a user input "HELP" button utilization, a time period to load a program, an accessed program's name, an installation of a driver, a screen capture, and a time period a dialog box is open.

6. (Previously Presented) The system of claim 1, wherein the user personal computer detects user interaction data as a background application.

7. (Previously Presented) The system of claim 10, wherein the user's interactions are detected for at least one of an initial boot-up, a specific number of boot operations, a time period, and after a program has been started a specific number of times.

8. (Previously Presented) The system of claim 1, wherein the network is an INTERNET.

9. (Previously Presented) The system of claim 1, wherein the user personal computer is capable of surveying the user.

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10. (Currently Amended) A system for remotely determining a user's out-of-box experience with a personal computer, comprising:

a user personal computer requiring a process of initialization initiated by the user of the user personal computer prior to an initial establishment of an operating state for the user, the user personal computer being configured to detect data characteristics of the interaction between the user and the user personal computer during the process of initialization by the user, the user personal computer being further configured to upload the detected data characteristics of the interaction between the user and the user personal computer during the process of initialization of the user personal computer by the user;

a network suitable for communicating uploaded data, wherein the network is connected to the user personal computer; and

a remote information handling system connected to the network, wherein the remote information handling system is suitable for receiving the uploaded data from the user personal computer;

wherein the initial setup interaction between the user and the user personal computer occurs on the user personal computer being setup and occurs during the setup of the user personal computer.

11. (Previously Presented) The system of claim 10, wherein the network is an INTERNET.

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12. (Currently Amended) A method for remotely determining a user's out-of-box experience with a user personal computer, comprising:

providing the user personal computer with the capability of detecting data related to the user's interactions with the personal computer;

initializing the user personal computer including the user interaction detecting capability, by the user;

detecting, during the initializing of the personal computer by the user, data related to the user's interactions with the personal computer being initialized during the initialization of the personal computer occurring on that computer;

compiling the detected user interaction data;

achieving an operational state by the user personal computer and when the operational state is achieved, terminating the detection of data related to the user's interactions;

uploading the user interaction data to a network;

communicating user interaction data to a remote information handling system.

13. (Original) The method of claim 12, further comprising offering an incentive to upload user interaction data.

14. (Original) The method of claim 12, wherein uploading user interaction data is conducted automatically.

15. (Original) The method of claim 12, wherein uploading user interaction data is initiated by the user.

16. (Previously Presented) The method of claim 12, wherein detecting the user's interactions with the user personal computer is conducted as a background operation.

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17. (Original) The method of claim 12, wherein uploading compiled user interaction data is conducted after at least one of an initial boot-up, after a specific number of boot operations, and a time period.

18. (Original) The method of claim 12, further comprising surveying the user about information regarding at least one of demographic data and user opinion.

19. (Original) The method of claim 18, further comprising correlating survey information with user interaction data.

20. (Currently Amended) A method, comprising:
detecting an initialization interaction between a user and a user personal computer when the user sets up initializes the user personal computer, the detection occurring during the initialization interaction between the user and the user personal computer, the initialization occurring on the user personal computer;

saving the initialization interaction activity detected in said detecting step to a file;

uploading the file to an originator of the user personal computer wherein the initialization activity of the user is correlated by the originator.

21. (Previously Presented) A method as claimed in claim 20, further comprising the step of correlating the initialization activity of the user, determining whether a change in the initialization is needed, and, in the event a change is needed, modifying an initialization process for new personal computers in response to the analyzed initialization activity of the user.

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22. (Currently Amended) A software system for remotely detecting a user's out-of-box experience for a personal computer, comprising:

a computer-readable medium containing;

a first software program capable of causing a user personal computer to perform a function; and

a second software program capable of causing the user personal computer to detect and compile the user's initial interactions with the user personal computer while the user personal computer is performing the first software program, the initial interactions occurring on the user personal computer on which the first computer program is being performed;

wherein the first software program facilitates establishment of an operating state in the user personal computer;

wherein the second software program is a background application; and

wherein the second software program is capable of causing the user personal computer to upload the compiled data to a remote information handling system.

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23. (Currently Amended) An apparatus, comprising:

means for detecting an initialization activity on a personal computer by a user when the user ~~initializes a~~ is initializing the personal computer for a first use by the user of the personal computer;

means for saving the initialization activity detected by said monitoring means to a file while the initialization activity is occurring on the personal computer; and

means for uploading the file of initialization activity to an originator of the user personal computer wherein the initialization activity of the user is correlated by the originator;

wherein the initialization activity is limited to an initial boot-up of the first use of the user personal computer by the user to establish the user personal computer into an operating state by the user.

24. (Original) An apparatus as claimed in claim 23 wherein the originator correlates the initialization activity of the user so that a future system can be configured in response to the correlated initialization activity of the user.

25. (Previously Presented) The system of claim 1, wherein the initial setup of the user personal computer comprises an initial boot-up of the user personal computer.

26. (Previously Presented) The system of claim 1, wherein the initial setup of the user personal computer is limited to an initial boot-up of the user personal computer.

27. (Previously Presented) The system of claim 1, wherein the data related to the user's interaction includes a screen capture.

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28. (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about a time period that a dialog box is open during the initial setup of the user personal computer.

29. (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about a time period between two designated events during the initial setup of the user personal computer.

30. (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about a utilization of a "HELP" button during the initial setup of the user personal computer.

31. (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about an error message displayed during the initial setup of the user personal computer.

32. (Previously Presented) The method of claim 12, wherein initializing the user personal computer comprises making changes to the user personal computer to conform to the user's specifications.

33. (Previously Presented) The method of claim 12, wherein the step of uploading the user interaction data to the network is initiated after a specific number of boot operations after an initial boot operation on the user personal computer.

34. (Previously Presented) The method of claim 12, wherein the step of uploading the user interaction data to the network is initiated after a predetermined time period after an initial boot operation on the user personal computer.

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35. (Previously Presented) The system of claim 1, wherein the initial set up continues until an operating state of the user personal computer is achieved, and then the initial set up is terminated.

36. (Previously presented) The system of claim 1, wherein the user personal computer is configured prior to the initial setup to detect and upload data characterizing the initial setup interaction with the user.

37. (Cancelled)

38. (Previously presented) The system of claim 1, wherein data characterizing the initial setup interaction with the user of the user personal computer is detected on the user personal computer and uploaded from the user personal computer.